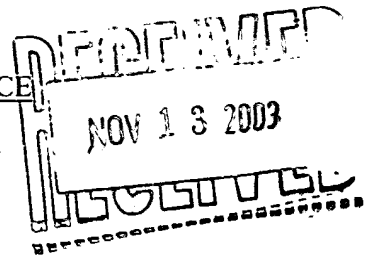




PATENT

2681

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



Applicants: Anil K. Annadata, Wai H. Pak, Mingte Chen, Henry D. Jay
Assignee: Siebel Systems, Inc.
Title: System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing
Serial No.: 09/823,770 Filing Date: March 31, 2001
Examiner: Unassigned Group Art Unit: 2681
Docket No.: SBL0002US Client Ref. No. SIEB060/US

Austin, TX
June 20, 2003

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT
37 CFR § 1.97(b)

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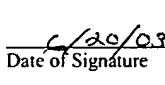
Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Copies of these documents are enclosed.

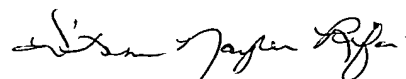
Citation of these documents shall not be construed as:

1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on June 20, 2003.

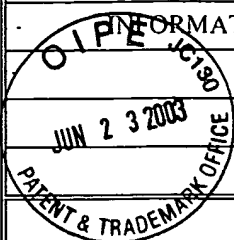

Attorney for Applicants

Date of Signature

Respectfully submitted,



D'Ann Naylor Rifai
Attorney for Applicants
Reg. No. 47,026
512-439-5080
512-439-5099 (fax)

U.S. Department of Commerce, Patent and Trademark Office						Atty Docket No.		Serial No.	
						SBL0002US		09/823,770	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT						Applicants			
(Use several sheets if necessary)						Anil K. Annadata et al.			
						Filing Date		Group	
						March 31, 2001		2681	
U.S. Patent Documents									
*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate		
	AA								
	AB								
	AC								
	AD								
	AE								
	AF								
	AG								
	AH								
	AI								
	AJ								
	AK								
Foreign Patent Documents									
							Translation		
		Document	Date	Country	Class	Subclass	Yes	No	
	AL								
	AM								
	AN								
	AO								
	AP								
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)									
	AQ	Copy of International Search Report as mailed from the PCT on July 12, 2002, for International Application No. PCT/US02/09879, 4 pages.							
	AR	Copy of International Search Report as mailed from the PCT on September 4, 2002, for International Application No. PCT/US02/10191, 4 pages.							
	AS								
Examiner			Date Considered						
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.									



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